

CHILD SUPPORT SPECIALIST I

CHILD SUPPORT SPECIALIST II

CLASSIFICATION DEFINITION

Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

Child Support Specialist I

Working under close supervision, Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. Employees in this class receive in-service training, and are given detailed instructions in the performance of duties related to child support laws, regulations, and a broad range of child support casework activities. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Specialist II after one year of satisfactory performance at the trainee level.

Child Support Specialist II

Working under general supervision, Child Support Specialist II is the journey level in the Child Support Specialist series. Employees at this level are expected to perform a broad range of child support casework from intake to order creation, enforcement and file closure. Within legal requirements and departmental policies and procedures, incumbents operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Child Support Specialist I, or if filled from the outside, require prior related experience.

Child Support Specialist II differs from the higher class of Child Support Specialist III in that the latter is the advanced journey level, and incumbents act as lead worker or exercise detailed subject knowledge of a specific program area or specialized department system.

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For child Support Specialist I, duties are performed at the trainee level:

- Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies and attorneys to obtain statements and gather information for establishing paternity, locating absent parents, and determining financial status.

- Takes sworn statements from custodial and non-custodial parents and arranges for blood tests in cases where paternity is in question.
- Evaluates income and expense data of non-custodial parent to determine support capability; reviews financial condition to determine arrears obligations.
- Explains legal requirements and the calculation of support payments to non-custodial parents and other involved parties.
- Attempts to secure support agreements and persuade responsible parties to make payments without recourse to legal action.
- Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, and testifies in court as necessary.
- May initiate and process such legal actions as property liens, notices of assignment, writs of execution, orders of examination, and contempt actions pertaining to the enforcement of child support.
- Accesses computerized databases and maintains computerized files.
- Responds to inquiries from the public.
- Provides case status information and interprets child support statutes, regulations, and procedures to custodial and non-custodial parents.
- May assist in field investigations of cases.
- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance & program improvement, training, Fair Hearing Officer, and/or media relations.
- In smaller counties, may supervise clerical staff and train, orient, and act as lead to Child Support Specialist I.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Federal and California laws and regulations pertaining to child support.
- Sources used to locate individuals and assets.
- Effective and assertive interviewing techniques.
- Legal criteria for establishing paternity.
- Child support enforcement and collection procedures.
- Paternity testing procedures.
- Legal terminology and document processing as they relate to child support enforcement.
- English usage, grammar and spelling.
- Basic arithmetic.

Ability to:

- Read, understand, apply and explain Federal and California child support laws and regulations.
- Understand, apply and explain state and local child support procedures.
- Research and extract factual information.

- Elicit information from hostile and/or uncooperative individuals.
- Independently analyze situations and factual information and take effective action.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Perform arithmetic calculations and understand financial records.
- Prepare complete and concise oral and written reports.
- Organize and prioritize work assignments.
- Exercise initiative within the limits of assigned duties.
- Maintain confidentiality.
- Establish and maintain effective working relationships.
- Exercise tact, diplomacy, and flexibility.
- Operate computer equipment and computer databases and programs common to child support enforcement activities.
- Establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Child Support Specialist I:

EITHER

Two (2) years of clerical experience involving extensive public contact;

OR

Completion of 60 semester or 90 quarter units of college.

Child Support Specialist II:

One (1) year of experience performing duties comparable to a Child Support Specialist I in a state or local government agency.

SPECIAL REQUIREMENT

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.